



# Solicitation Amendment

State Procurement Office

100 N. 15th Ave

Suite 104

Phoenix, AZ 85007-3223

SOLICITATION NO.: **AD010240**

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1

AMENDMENT NO.: **1**

OF  
5

SOLICITATION TITLE: **Arizona Telecommunications Relay Service**  
SOLICITATION DUE: July 20, 2001 AT 3:00 P.M. MST

Proposal Opening: State Procurement Office  
100 N. 15th Ave  
Suite 104  
Phoenix, AZ 85007-3223

Vendor: **Vendor Name**  
**Vendor Address 1**  
**Vendor Address 2**  
**Vendor City, Vendor State 00000 0000**

Procurement Specialist: James Scarboro  
Telephone: 602 542-9122

Contact: **Vendor Contact**

**A SIGNED COPY OF THIS AMENDMENT SHALL BE RECEIVED AT THE ABOVE AGENCY LOCATION (PREFERABLY WITH THE SOLICITATION RESPONSE) PRIOR TO THE DUE DATE AND TIME. IT IS NECESSARY TO RETURN THIS FORM ONLY IF YOU ARE RESPONDING TO THE SOLICITATION. THIS SOLICITATION IS AMENDED AS FOLLOWS:**

The due date of this solicitation has been extended to July 20, 2001, by 3:00 PM MST. In addition to this extension, the following changes are hereby incorporated.

Note: Each change includes directive information, in parenthesis, as to what type of change is required, e.g., (Revision) and referential information, also in parenthesis, as to how the referenced article was previously treated, e.g., (formerly 2.F.). This information, directive and referential, shall not be included in the text of this solicitation.

Pg. 9 (Revision) An irrevocable bid security payable to the State of Arizona in the amount of \$250,000.00 is required. (revise first sentence only)

Pgs. (Formatting). The following sections under the Scope of Work are renumbered as follows:

- 19-27 1. Background.
- 2. Purpose.
- 3. Activities.
- 4. Requirements: General.
- 5. Requirements: Operators.
- 6. Requirements: Technical.
- 7. Deliverables: Reports.
- 8. Reference: Definitions.

3.E. (Deletion) Delete the last sentence fragment, "Following are confidentiality requirements of STS calls;" (formerly 2.E.)

**ALL OTHER PROVISIONS OF THE SOLICITATION SHALL REMAIN IN THEIR ENTIRETY.**

VENDOR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE ABOVE AMENDMENT.

THE ABOVE REFERENCED SOLICITATION AMENDMENT IS ISSUED THIS DATE

Monday, September 23, 2002

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
TYPED NAME AND TITLE

\_\_\_\_\_  
James Scarboro  
Procurement Specialist



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- 3.F. (Revision) Spanish TRS. TRS provider shall provide all services in Spanish. Spanish TRS shall provide a level of services on par with all other services available through the TRS provider. (formerly 2.F.)
- 3.H. (Revision) IP TRS. TRS provider shall propose a call feature where AZRS callers can access TRS with their computer, both interstate and intrastate calls, from the Internet using Internet Protocol. (formerly 2.H.)
- 3.J. (Addition) English-Spanish Translation. TRS provider shall provide English-Spanish Translation services for both intrastate and interstate calls. English-Spanish Translation TRS shall provide a level on par with all other services available through the TRS provider. (additional item under "Activities," formerly section 2)
- 4.E.8. (Revision) TRS provider shall propose applicable discounts for the following:
- Intrastate toll calls
  - Interstate toll calls
  - Interexchange COC calls
- (combination and clarification of 4.E.8 and 9)
- 4.E.9. (Deletion) Delete this requirement and renumber the remainder of the section as follows:
- In the proposal,...
  - TRS provider shall automate...
  - TRS provider shall decline...
- 4.G. (Revision) Line branding. TRS provider shall have the ability to brand users' lines according to their ANI, regarding the type of call (TTY, ASCII, Voice, VCO, HCO, etc.) they use most frequently, to quickly identify users' preferences on subsequent calls. TRS provider may only brand user lines with the expressed request/consent of the user, maintaining this preference under the user's database profile.
- 4.H. (Formatting) Renumber as follows:
- TRS provider shall establish...
  - Users shall have the option...
  - TRS provider shall change...
  - TRS provider shall not have...
  - TRS provider shall receive...
  - TRS provider shall not use...
  - TRS provider shall not sell...
- 4.H.2. (Revision) Users shall have the option of accessing customer service to establish or revise their profile, from the provider's customer support service or directly from an OPR.
- 4.O.1. (Revision) TRS provider shall provide, a daily speed of answer service level where 85% of all calls are answered in 10 seconds or less.
- 4.O.6. (Revision) TRS provider shall ensure, through initial and ongoing training, that the OPR will dial the complete outbound telephone number given by the caller after the caller's initial request or GA in no greater than five (5) seconds.
- 4.T.11. (Revision) TRS provider shall assign a 10-digit number of its own in providing international access to AZRS.
- 4.U. (Addition) Outreach Program. TRS provider shall provide an outreach program fostering public awareness of 7-1-1 and TRS. This outreach program shall address Arizona's deaf, hard-of-hearing and hearing communities and will include but is not limited to promotional events, presentations, workshops, and instructional seminars. Outreach and educational sessions are to be given in audience-appropriate formats.

Offerors shall propose a detailed annual budget of no more than \$150,000. Offerors shall include all proposed staffing and any key personnel to this program. With their proposal, offerors shall include a sample monthly performance-based report.



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In support of this program, ACDHH shall furnish the Outreach program with any and all necessary TRS promotional materials. ACDHH shall also identify for the Outreach program, any specific events or opportunities, in addition to those proposed, where outreach services would be beneficial and support the goals of this program. (additional item under section 4. General Requirements)

- 5.A.4. (Revision) TRS providers shall provide OPRs with training in Deaf Culture and translation/interpretation of typed ASL. The trainer who will teach ASL and the culture of deaf people shall possess a certificate by the American Sign Language Teachers Association and demonstrate 9 months of working experience in relay call procedures.
- 6.F. (Deletion) Delete the last sentence of this requirement beginning, "TRS provider shall collect from all LECs..." (section formerly "1. 6. Requirements: Technical")
- 7.B. (Deletion) Delete this requirement.
- 7.B.1.b. (Revision) TRS invoice. All interstate and intrastate IP TRS calls and render billing of conversation minutes. (formerly 7.C.1.b)
- 7.B.2. (Revision) Under this subsection, revise all "call service" references to "call type."
- 7.B.2.a. (Revision) Monthly outbound call volumes: total by each call type.
- 7.B.2.j. (Deletion) Delete "Percentage of calls answered in 12 seconds or less." (formerly 7.C.2.j.)
- 7.B.3. (Revision) Daily average seconds answer report. An exception to the monthly traffic report is the TRS Provider shall provide ACDHH a daily report by 8:00 a.m. on the following date after the call traffic date through fax or e-mail. The traffic report will indicate the number of inbound calls, the number of outbound calls, total number of calls completed, and number of calls disconnected/abandoned. (formerly 7.C.3.)
- 7.B.3.a. (Deletion) Delete the last sentence of this requirement, "- Percentage of all Arizona calls answered in 12 seconds or less." (formerly 7.C.3.a.)
- 7.B.4.b. (Revision) Monthly total of customer contacts. (formerly 7.C.4.b.)
- Number of operational contacts
  - Number of technical contacts
  - Number of Miscellaneous contacts
- 7.B.4.e. (Deletion) Delete "and general assistance," from the end of this requirement (formerly 7.C.4.e.)
- 7.B.4.f. (Deletion) Delete ", Section," from the end of this requirement. (formerly 7.C.4.f.)
- 7.B.5. (Revision) TRS provider shall calculate all the following daily intrastate and interstate call details and submit the detail report with the monthly invoice. (formerly 7.C.5.)
- 7.B.5. (Deletion) Delete requirements a. b. c, d, e, f and g. (formerly 7.C.5.)
- 7.B.5.k. (Revision) Monthly total of outbound calls by each inbound call type. (formerly 7.C.5.k)
- 7.B.5. (Formatting) Re-letter this requirement as follows: (formerly 7.C.5.)
- a. Average length of call...
  - b. Average conversation minutes...
  - c. Daily number of total...
  - d. Monthly total of outbound...



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- e. Daily service...
- f. Speech-to-Speech...
- g. Daily OPR...
- h. Inbound call detail...

7.B.6. (Revision) TRS provider shall provide reports including delayed call summary, total calls offered, abandoned and handled similar to the following periods, and submit the profile report with the monthly invoice. (formerly 7.C.6.)

7.B.7. (Revision) Average speed of answer reports. TRS provider shall report the daily average speed of answer for all AZRS calls and submit the detail report with the monthly invoice. (formerly 7.C.7.)

7.B.7.a. (Deletion) Delete the requirement of this subsection that reads “- Percent of calls that are answered in 12 seconds or less.” (formerly 7.C.7.a)

7.B.8. (Revision) NPA/NXX usage reports. Reports are to include inbound counts of all NPAs and NXXs to AZRS. (7.C.8.)

7.B.9. (Deletion) Delete d, e, f and g. (formerly 7.C.9.)

7.B.9 (Formatting) Re-letter this requirement as follows: (formerly 7.C.9.)

- d. Monthly number of OPRs...
- e. List of new technology...

All other aspects of this solicitation including due date, instructions, terms, conditions and scope of work requirements all remain in effect.

**End of Amendment 3 Document**